"*MARKED UP*" CLAIMS SHOWING THE CHANGES THAT THE

ACCOMPANYING SUBMISSION MAKES TO THE CLAIMS OF

APPLICATION SERIAL NO. 09/823,678

1 13. (Amended) The inter-module **[communication]** <u>interface definition</u> of
2 claim 12, wherein
3 said customer relations management system information comprises at least one of
4 agent information and work item information.

1 14. The inter-module **[communication]** <u>interface definition</u> of claim 13,
2 wherein
3 said customer relations management system information further comprises at least
4 one of queuing information, statistical information, connection
5 information and rule information.

1 23. (Amended) A method of inter-module communication comprising:
2 forming a message, wherein
3 said message comprises customer relations management system
4 information._

1 29. The method of claim 23, further comprising:
2 forming a notification, <u>wherein said message comprises said notification,</u> said
3 notification **[comprising]** <u>comprises</u> other customer relations management
4 system information, <u>and</u> said other customer relations management system
5 information **[being]** <u>is</u> generated by a module generating said message.

1 30. The **[definition]** method of claim 23, wherein
2 said message defines a function,

3   said function is one of an agent-related function, a work item-related function, a

4   statistics-related function and an administrative function.